



Administration Officer - Medical Typist

Job Ad Reference:	MSTP590416		
Status:	Casual		
Unit/Department:	Specialist Outpatients Department, Bayside Health Service		
Location:	Redland Hospital, Cleveland, Wynnum-Manly Community Health Centre - Gunda Pa, Wynnum West and Redlands Satellite Hospital, Redland Bay, Metro South Hospital and Health Service		
Contact:	Donna Denning (07) 3488 3184	Salary range:	\$47.74 to \$53.09 per hour
Classification:	AO3	Closing date:	Monday, 08 September 2025
Online applications:	https://metrosouth.health.qld.gov.au/job-vacancies		

Applications from third parties will not be accepted

Purpose of the role

The purpose of this position is to provide high level administrative support, timely and accurate information and assistance to clients and other staff, within the Specialist Outpatient Department, Bayside Health Service.

Staffing and Budget

- This position has no supervisory or budget responsibilities.
- This position reports operationally to the Team Leader, and professionally to the Outpatient Coordinator, Specialist Outpatient Department.

Your key responsibilities

- Fulfil the accountabilities and responsibilities of this role in accordance with Metro South's purpose and objectives, as outlined below.
- Work autonomously to provide transcripts of medical dictations in a timely, accurate, efficient and confidential manner in preparation for doctor's signature whilst having a high level of communication, listening and liaison skills and the ability to interact effectively with all staff within established guidelines.
- Communicate with medical officers and other staff to ensure delivery of the dictated transcripts within prescribed time requirements.
- Maintain an efficient standard of administrative support services (including typing, formatting, photocopying, data entry and filing in relation to medical letters, medical reports and clinic activities) for the Department by providing support in the areas of record and filing management.
- Provide efficient and effective administrative support in the area of data entry including the use of Microsoft Office applications (eg. Word, Excel), and organisation specific software and applications, photocopying, faxing and maintenance of filing systems.
- Maintain confidentiality, exercise tact, discretion and sound judgement in the absence of decision makers when liaising with senior medical and administrative staff, patients and members of the public.
- Understand organisational specific systems, proactively look for quality improvement opportunities, continuous learning, developing and participating in internal and external training and applying knowledge within the workplace. Deliver hands-on training to new or current medical typists as is operationally required or as requested by supervisors/managers.

- Ability to work autonomously and show initiative and develop practical, innovative solutions to complex operational problems in a high-pressure environment with minimum supervision.
- Prioritise workloads utilising time management principles in order to meet deadlines with high standards and attention to detail.
- Commit to patient safety and quality in the delivery of health care by actively participating in safety and quality practices.
- Ensure patients and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic backgrounds, gender, identity, ages or abilities.
- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.

Mandatory qualifications, professional registration and other requirements

- Whilst not mandatory, relevant medical transcription experience and qualification would be well regarded.
- This position may be required to work a rotating roster pattern between the hours of 07.00 and 17.00.
- This position may be required to work across Bayside Health Service, including Redland Hospital, Redland Bay Satellite Hospital and Wynnum Community Health Centre-Gundu Pa.
- **Vaccine Preventable Disease (VPD):** It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
 - measles, mumps, rubella (MMR)
 - varicella (chicken pox)
 - pertussis (whooping cough)
 - hepatitis B
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.

Are you the right person for the job?

How we do things is as important as what we do, therefore within the context of the responsibilities described under 'Your key responsibilities,' the ideal applicant will be someone who can demonstrate the following:

Customer Focus	Experience in delivering high level customer service within a multi-disciplinary team environment and understand customers' needs to deliver a service demonstrating understanding, empathy, compassion, patience and a positive attitude.
Team Work	Demonstrates the ability to build rapport with team members and organises own workload to meet the needs of the team and unit whilst effectively participating as part of the team.
Communication	High level communication and interpersonal skills with the ability to consult and negotiate with clients and staff at all levels of the organisation whilst maintaining confidentiality, clarity and professionalism. High level of accuracy and transcription knowledge and experience.
Problem Solving	Demonstrates ability to make decisions and provide solutions using sound problem-solving skills to meet organisational needs.
Technical Skills	Demonstrates the potential to provide high standard of administrative services and an intermediate to advanced level of computer skills. High level of data accuracy and understanding in the use of client information systems/data bases.

How to apply

Please provide the following information to the panel to assess your suitability:

- **A short written response** (maximum 1-2 pages, dot points acceptable) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the skill requirements of the role.
- **Your current CV or resume, including two referees.** You must seek approval prior to nominating a person as a referee.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their [right to work in Australia](#).

About the Bayside Health Service

Bayside Health Service encompasses five public health campuses being Redland Hospital, Marie Rose Centre, Wynnum Manly Community Health Centre (Gundu Pa), Pandanus Ward at Casuarina Lodge and the newly developed Redlands Satellite Hospital.

Redland Hospital is a 196-bed acute secondary teaching hospital. Redland specialises in integrated care with close and effective links with the local GP services and the community. Redland Hospital provides care in the specialities: Cardiology, Level 4 Emergency Department, General Medicine, Palliative Care, General Surgery, Gynaecology, Level 4 Maternity Services and Special Care Nursery, Orthopaedics, Paediatrics, Rehabilitation, Renal Dialysis and a range of Allied Health and other clinical support services such as Pharmacy, Pathology and Medical Imaging. For patients requiring a higher level of service, the closest adult tertiary referral hospital is Princess Alexandra Hospital, and the Paediatric tertiary referral hospital is the Queensland Children's Hospital.

The Marie Rose Centre is a Clinical Services Capability Framework (CSCF) level one, 24-hour primary illness and early treatment centre on North Stradbroke Island, providing triage, care and transfer of patients to mainland facilities in conjunction with Queensland Ambulance Service as appropriate with the ability to transfer high acuity patients to the Redland Hospital Emergency Department.

Wynnum-Manly Community Health Centre, Gundu Pa is a state-of-the-art public health facility for the Wynnum and Manly areas providing a range of services under one roof, including a 24-hour Primary Care Centre, Addiction and Mental Health, Allied Health, Breast Screen Queensland, Child Development, Chronic Disease, Oral Health and Specialist Outpatients. The 24-hour Primary Care Centre is a walk-in service and designed to treat less urgent/minor injuries and illnesses.

The Pandanus Ward is in Casuarina Lodge and comprises eight (8) general health care beds for the Wynnum and Manly community.

The Redlands Satellite Hospital will provide urgent healthcare services closer to home, within a rapidly growing community. The objective of this facility is to support the existing hospital emergency department by giving people the option to access healthcare for minor injuries and illnesses within their local community. It will also provide day services in the form of a Kidney Dialysis Unit, Cancer Day Therapy Unit and Outpatients Services.

We are Metro South Health

We are the major public healthcare provider for Brisbane's south side, Logan, Redlands and the Scenic Rim. We operate five major hospitals and a range of community, specialty and state-wide healthcare services. We are renowned for teaching and research excellence.

We are truly dedicated people who care about our community. We come to work to make a difference. We save lives, changes lives and make the world a better place. We overcome the many challenges that come our way by going above and beyond and achieve the best possible outcomes by working together. We are bold, innovative, collaborative, inspiring.

We are part of and proud of the community we serve. We are *better together*.

Our values

Our values of **Integrity, Compassion, Accountability, Respect, Engagement and Excellence**, shape our culture. Our values guide our day-to-day decision making and are fundamental to what we care about as a health service, how we behave, how we interact with each other and provide care to the many patients who come through our doors every day.



INTEGRITY

We are authentic, truthful, and transparent, and strive for equity for all.



COMPASSION

We care for one another and ourselves with empathy, kindness and support.



ACCOUNTABILITY

We are accountable for our decisions, actions and behaviour.



RESPECT

We foster an environment of safety, civility, and inclusion.



ENGAGEMENT

We are one team working together to achieve our best outcomes.



EXCELLENCE

We empower each other and inspire innovation to deliver excellence.

Diversity and inclusion

We are the most culturally diverse area of Queensland with 28.5% of the community born overseas and 16% from non-English speaking countries. Our employees proudly reflect the community in which they work. At Metro South Health 20.5% of staff identify as coming from non-English speaking backgrounds.

Having a workforce that reflects and understands the needs and expectations of our community is important to delivering safe, kinder, and more inclusive care.

We recognise our strength comes from the diversity of our people and so we encourage people of all genders, ethnicities, ages, abilities, languages, sexual orientation and family responsibilities to apply.

We are committed to creating a diverse and inclusive workplace for our people and our community.

Flexible working arrangements

Metro South Health supports and encourages work-life balance for the mutual benefit of Metro South Health and its employees. Work-life balance is about a person's ability to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements such as leave, flex time accrual or a reduction in working hours, there is an opportunity to match the individual's requirements with those of the workplace – delivering quality health services.

Additional information

For further information about this opportunity and the benefits and conditions of working at Metro South Health please refer to the **Information for Applicants** document attached with this SmartJobs advertised vacancy.